

**Erie County Department of Mental Health
Centralized Housing Placement System
For Supported Housing**

Procedure: CHPS Appeal/Grievance Process

Procedure No: 6.0

Date: March 18, 2003

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Purpose: To provide a process for resolution of consumer or provider grievances regarding SHP placement decisions and/or services.

Procedure:

A. Consumer Grievances

All CHPS consumers will receive a copy of the attached Grievance Procedure for their own reference as part of the assessment process with their assigned provider.

If consumers would like assistance throughout the grievance process, care coordinators, SPOE staff, and designated advocacy agencies will be available. Consumers will be encouraged to begin the grievance process by working with their care coordinators and following the internal grievance procedure of their assigned housing provider.

1. If the consumer remains dissatisfied after following the agency grievance process or feels unable to discuss and/or resolve the matter at the agency level, he/she will have the option of contacting the Erie County Housing Coordinator. At this point, the Erie County Housing Coordinator may convene a meeting with the consumer, agency representative(s) and/or the Care Coordinator to discuss alternative solutions. The Erie County Housing Coordinator will respond within 3-days.
2. If the matter remains unresolved, the consumer (or his/her care coordinator) may notify the Single Point of Entry Office of the Erie County Department of Mental Health. The SPOE Office will investigate the concern and the consumer will receive a response within 3 business days as to any actions or findings of the SPOE Office.
3. If the matter remains unresolved, it will be forwarded in writing to the Erie County Commissioner of Mental Health for review/consideration. The Commissioner will have the option of establishing a meeting for final mediation/disposition of the matter, with all relevant parties, within 3 business days, or may render an administrative decision after consulting with relevant parties within the same time period.

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B. Provider Grievances

The initial level of relevant clinical and programmatic dispute resolution involving an agency concern regarding placement of a consumer or objection to a case assignment decision made by CHPS will occur at the CHPS Review Committee Level. The committee will discuss clinical and/or programmatic issues, presented by provider. Every attempt will be made to obtain resolution at this level and arrive at a reasonable plan for initial or continued placement. The Erie County Housing Coordinator may also convene a meeting of some or all involved parties to discuss and determine other methods of resolution. If the dispute remains unresolved, the following procedure will be followed:

1. A formal meeting will be scheduled between SPOE Administration, the Erie County Housing Provider, and the agency/provider. This meeting will take place within 3 business days of case review. All relevant parties will be asked to provide written documentation of the nature of the dispute, as well as all efforts made toward resolution. Decision-making and conflict resolution will be encouraged through a consensus model. A response will be provided within 3 business days of receipt of written material.
2. If the matter remains unresolved, all relevant parties will be asked to take part in a meeting with the Erie County Commissioner of Mental Health, or his designee. This meeting, for final mediation/disposition will be scheduled within 3 business days.